

## Board Decisions – Feedback to Tenant Groups

<b>Board Meeting:</b>	St Leger Homes Board
<b>Date of meeting:</b>	2 April 2026

At the last meeting of the Board of St Leger Homes, the following discussions and decisions were had which we want to provide feedback to our involved tenants on.

Agenda Item	Summary	Decision	How this effects our tenants
6. Budget Approval	Board received the Company's 2026/27 Budgets for approval. They were advised that all budgets have been calculated in collaboration with staff from finance and budget holders, continuing the excellent work and increase in the ownership and knowledge about budgets across the business. Non pay budgets have been calculated on a zero based approach and reflect savings and pressures that continue to emerge each year. Further there has been a line by line analysis of the whole budget and areas of savings have been identified which have been offset against growth or increased costs.	Board approved the three year budget proposals.	Every tenant is affected. SLHD has over 30 Budget Holders to deliver a wide range of City wide services, including homelessness, voids, lettings, repairs, improvements, building safety, ASB and tenancy management, among many others. The income available to deliver these services is limited and dependant on the Housing Revenue Account. It is therefore vital that St Leger understands what services the tenants require and that robust budget management and effective tenant engagement is in place to optimise all expenditure in delivering them.

<p>7. Communications Strategy and year 1 actions</p>	<p>Board received the Communications <i>Strategy 2026–2030</i> which sets out a clear and structured programme for how St Leger Homes will strengthen communications over the next four years. It replaces the current Strategy, which expires in 2026, and aligns closely with both the <i>Corporate Plan 2024–2029</i> and the Consumer Standards issued by the Regulator of Social Housing. The strategic aim of the Strategy is to provide clear, inclusive and connected communication that supports teamwork, delivers high-quality information, and makes effective use of digital methods while meeting all customer needs.</p>	<p>The Board considered and approved the Communications Strategy and the Year 1 Actions.</p>	<p>This Strategy matters to you because it sets out how we will improve communications with you, so you can get clear information, at the right time, in ways that works for all our tenants, in ways that are joined up and make best use of digital communication channels. If you want to look at the Strategy <a href="#">here</a>.</p>
<p>8. Embedding Respect – Tackling stigma in Social Housing Strategy</p>	<p>Board were presented with the Embedding Respect - Tackling Stigma in Social Housing Strategy for consideration and approval.</p> <p>The strategy sets out SLHD’s organisational commitment to challenging and reducing stigma associated with social housing, embedding respect, improving tenant experience, and aligning SLHD with national campaigning and regulatory expectations.</p>	<p>The Board approved the strategy and endorsed its organisation-wide implementation from April 2026.</p>	<p>The Embedding Respect – Tackling Stigma in Social Housing Strategy will have a positive impact on customers’ everyday experience by embedding dignity, fairness and respect across all services. Through the co-created Respect Standard, the strategy challenges negative assumptions, language and behaviours, helping customers feel more confident, valued and supported when engaging with St Leger Homes. By amplifying</p>

			lived experience, improving communication, and aligning with the national Stop Social Housing Stigma campaign, the strategy will strengthen trust, reduce barriers to engagement, and support more inclusive communities, leading to improved customer satisfaction and wellbeing over time.
10. Customer Access Strategy	<p>This update provided Board with an overview of progress made in Year 1 against the actions in the Customer Access Strategy. It also sets out the Year 2 actions for Board's approval.</p> <p>Delivery of the Year 1 actions of the Strategy has strengthened our core customer access offer and is already improving the customer experience. Most actions are complete, including stabilising access channels, improving digital information and support, and enhancing translation and interpretation, training and service resilience. This has resulted in higher satisfaction with the Customer Access Team and improved ease of contacting the right person.</p> <p>Year 2 will focus on progressing the digital-dependent actions, rolling out</p>	The Board noted the progress of the Customer Access Strategy and approved the actions for Year 2.	This document matters to you because it explains what we have already improved (Year 1) and what we will deliver next (Year 2) to make it easier for you to contact us and get the right help first time. Board approval means these improvements are agreed priorities and we are accountable for delivering them. If you want to review the Customer Access Strategy you can access it <a href="#">here</a> .

	<p>improved phone standards, to the ongoing programme of collecting, analysing and using customer-related data to shape service access.</p>		
<p>11. Tenant Voice Strategy</p>	<p>Board received the Tenant Voice Strategy 2026–2030 which provides a clear and structured approach for strengthening how tenants influence St Leger Homes’ services, priorities and decision-making. The Strategy guides how tenant input is gathered, acted upon and reported through our governance arrangements over the next four years.</p> <p>Developed through consultation with tenants and staff, the Strategy reflects what customers told us matters most to them—being able to contact us easily, receive timely and clear communication, and see their feedback lead to meaningful change.</p> <p>The Strategy sets out three strategic objectives focused on widening opportunities to get involved, demonstrating the impact of tenant insight, and ensuring that tenant voices reflect the full breadth of our customer base to ensure that engagement is inclusive, accessible and representative of our diverse communities.</p>	<p>The Board considered and approved the Tenant Voice Strategy 2026-2030 and Year 1 Action Plan.</p>	<p>This matters to you because the Strategy explains what we have already improved and what we will deliver next, to make it easier for you to contact us and get the right help first time. The Board has reviewed agreed the actions for Year 1 of the Strategy, which means these improvements are agreed priorities and we are accountable for delivering them. If you want to review the Tenant Voice Strategy you can review it <a href="#">here</a>.</p>

	<p>Year 1 actions to deliver the overall aims and objectives are included in the Strategy document and include any actions that have carried forward from the 2022 to 2026 current Strategy.</p>		
<p>12. Housing Ombudsman Complaint Handling Code Annual Review</p>	<p>Board received assurance that St Leger Homes continues to meet the statutory expectations of the Housing Ombudsman's Complaint Handling Code. It demonstrates a well-established approach to complaint handling, one that has been externally validated through the Ombudsman's confirmation of compliance, received in January 2026 related to our assessment in April 2025.</p> <p>The self-assessment reflects more than a compliance exercise: it provides evidence of how effectively the organisation learns from complaints, how residents are involved in shaping our approach, and how our internal culture supports fair, timely resolution. The assessment was also strengthened by independent tenant scrutiny, giving added credibility to the findings and ensuring the process is not solely officer-led.</p> <p>From a governance perspective, the self-assessment reassures Board that:</p>	<p>The Board reviewed and approved the self-assessment against the Housing Ombudsman's Office Complaint Code.</p>	<p>This report matters to you because it shows we review our complaints process on a regular basis against what the Housing Ombudsman expects as best practice, and we ensure that our processes make it easy for customers to raise complaints, that they are handled fairly, and on time, and are used to improve services. A copy of the self-assessment can be found</p>

	<ul style="list-style-type: none"> <li>• Complaint handling is operating in line with regulatory expectations and is not an area of risk for the organisation.</li> <li>• The conditions for good complaint management are in place—clear processes, accessible routes for residents, and oversight from both tenants and elected members.</li> <li>• The organisation is well-positioned for future regulatory scrutiny, with the Ombudsman expecting landlords to demonstrate learning, transparency and continual improvement.</li> </ul> <p>From this review, no systemic weaknesses or gaps were identified in our policies or our procedures, reducing the likelihood of a Complaint Handling Failure Order, reputational risk, or negative findings in public reports.</p>		
13. KPI Performance	<p>Board members were presented with the KPI dashboard as at the end of February 2026 and brief commentary for those KPIs where the target is not being met.</p> <p>Of the 41 KPIs, 15 are measured either quarterly (2) or annually (13). The annual KPIs are the customer satisfaction TSMs</p>	The Board received and noted the KPI Dashboard.	A balanced scorecard suite of KPIs, set by CDC at the start of every year, ensures every service area, and therefore every tenant benefits from strong KPI performance. Meeting or exceeding this suite of KPIs whilst managing the

	<p>from perception surveys throughout the year and a property energy efficiency measure.</p> <p>As at the end of February 2026, 15 of the 26 KPIs measured were met or were within tolerances of target.</p>		<p>housing stock and related assets will have a positive impact on all tenants and contribute to St Leger meeting its strategic objectives and in turn the Council's priorities for the city.</p>
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